

HOW TO CONFIGURE AND USE MULTI FACTOR AUTHENTICATION (MFA) WITH DONORCENTRAL

As of October 30, 2024, users must use MFA with DonorCentral via the Microsoft Authenticator app, the Google Authenticator app or via SMS (text message) or email. Below is a step by step guide to use Multi-Factor Authentication.

1 Navigate to the [DonorCentral site](#) and log in.

2 **MFA enrollment screen.** Once you enter your username and password, you will be redirected to the following screen which will give you an option to enroll with authenticator or text message which is the recommended option, enroll with email (starting 2/26/2025), or Skip MFA for now.

- If you choose 'Skip MFA for now', you will be taken to the DonorCentral homepage. You will see the same page on your next login. The number of days in the message will update automatically. Skip for now is available for 30 days since you first see this page. After 30 days, you will have to choose an MFA method.

Multi-factor authentication

To keep your account secure, we recommend verifying your identity using another device. Please enroll now to configure MFA

Enroll with Authenticator or Text Message
Recommended

Enroll with Email

Skip MFA for now
You can skip this for 23 days

3 If you choose to enroll in MFA, the following screen will appear where you will choose to use the QR code with an authenticator app or use SMS.

Part of the QR code in this screenshot has been erased for security reasons. You will see a complete code in the box to scan.



Authenticator App Option

- Users have 5 minutes to retrieve the code that is generated in the authenticator app and enter the code into the passcode area shown above. If the user does not get a code from the authenticator app within 5 minutes, the log in transaction will expire and the user will have to log into DonorCentral again and restart the process. Note that authenticator app generates a new code every minute. Every code generated by the authenticator app is only valid for one minute, but the next autogenerated code can be used within the 5 minute window.
- Install Microsoft Authenticator or Google Authenticator on your mobile device. Note that authenticator apps can be installed on mobile devices such as mobile phones and tablets but cannot be installed on computers.

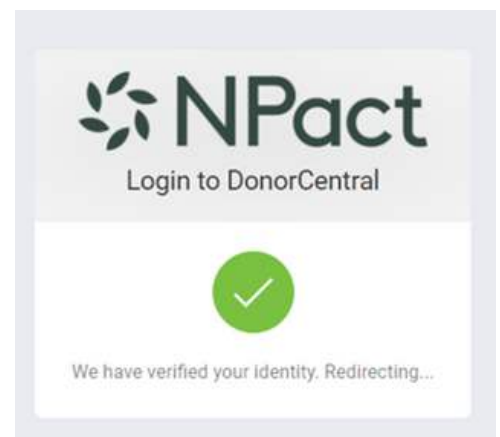
[Download Microsoft Authenticator - Microsoft Support](#)

[Get verification codes with Google Authenticator - Android - Google Account Help](#)

- Open Microsoft Authenticator or Google Authenticator on your mobile device and scan the QR Code that appears on the screen shown.

Part of the QR code in this screenshot has been erased for security reasons. You will see a complete code in the box to scan.

- In the authenticator app, your DonorCentral account will be added. It will be listed as 'npact-auth' in the authenticator app.
- You will see a code appear in the authenticator app for DonorCentral. If you have multiple accounts in the authenticator app for different applications, you will need to click into the 'npact-auth' account to see the code for DonorCentral.
- Enter the code from the authenticator app into the field labeled 'Enter your passcode here'
- You will see a green check mark with a message saying that you have completed MFA and then you will then be directed to the DonorCentral home page.



On subsequent logins, you will then be asked to enter a code from either the authenticator app, text message or email, depending on what method of MFA that you chose.

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SMS (Text) Option

- Users have 5 minutes to retrieve the code that was texted to them on their cell phone and enter that code into the passcode area shown below. If the user does not retrieve and enter the code within 5 minutes, the log in transaction is cancelled and the user will have to log into DonorCentral again and restart the MFA process.
- Click the highlighted blue SMS portion of the section labeled 'I'd rather use SMS (Text Message)' as shown on page 1 of this document.
- You will see the screen below appear after clicking the SMS link.
- Check the box to agree to receive verification codes from Twilio to your mobile device. The text message you receive will have the verbiage, "xxxxxx is your verification code for DonorCentral. Please enter this code to verify your enrollment."
- Enter in the phone number of your mobile device and click the arrow. Note, when entering the phone #, do not include any spaces or characters such as dashes.
- You will be sent a text message to your mobile device that will contain a code.
- Enter that code on this screen and then click the blue arrow.
- You will be directed to the DonorCentral home page.

NPact
Login to DonorCentral

WE'VE SENT AN SMS TO: +1 [REDACTED]

In order to confirm enrollment we need to confirm your phone. Please enter the received code.

Enter the 6-digit code

>

NPact
Login to DonorCentral

Scan this QR code with Google Authenticator (or similar) app:

Trouble Scanning?

Enter your passcode here

I'd rather use **SMS**

>

NPact
Login to DonorCentral

Please enter your phone in order to enroll.

☐ I agree to receive code from Twilio on the phone number provided below. Data rates may apply.

United States +1

Your phone number

I'd rather use [Google Authenticator](#)

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On subsequent logins, you will then be asked to enter a code from either the authenticator app, text message or email, depending on what method of MFA that you chose.

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Email Option

Starting 2/26/2025, users can choose to enroll with MFA with email.

- Choose Enroll with Email as shown on page one.
- You will see this screen appear. Click Enroll to proceed, or click Choose another method if you would like to choose a different MFA method:

The email address for which you are enrolled in DonorCentral will automatically appear here and will be where you will receive MFA codes. If a different email address is desired to be used, then contact Calgary Foundation so we can update our database and upload the new email address to DonorCentral.

- You will then receive an email with a code that looks like this. Note that the code has been deleted from this screenshot for security reasons.

- Once clicking enroll, you will see this screen. Enter the code you received in your email and then click Continue:

- After enrolling, you will see this screen below. You will not be automatically directed to the DonorCentral home page. You will need to open a new tab in your browser and navigate to the DonorCentral site.



You're All Set!

You have successfully added a new authentication factor. Please close this tab and continue with login.

On subsequent logins, you will then be asked to enter a code from either the authenticator app, text message or email, depending on what method of MFA that you chose.